



Feedback & Complaints Procedure

Liberties Training Centre is committed to delivering quality work at all times and to ensuring that all our communications & interactions with the general public and our supporters are of the highest possible standard.

However, we do accept that occasionally things can go wrong. If you are dissatisfied with any aspect of our work, we would like to hear from you.

We welcome both positive and negative feedback as this allows us to develop and grow as an organisation dedicated to empowering young people to achieve their full potential

We aim to ensure that:

- It is as easy as possible to make a complaint
- We treat as a complaint any clear expression of dissatisfaction with our operations
- We treat any feedback or complaint seriously whether it is made by telephone, letter, email or in person
- We will deal with it quickly, politely, and respectfully
- We will respond accordingly with an explanation or an apology depending on the complaint, investigation, and outcome
- We learn from our complaints; we use them to improve and monitor at Board level
- We follow best practice on all Fundraising Complaints

We are committed to upholding the Statement of Guiding Principles for Fundraising and best practice through all our fundraising activities. This includes adhering to Data Protection Laws. If you have a complaint regarding a communication, you have received please follow the 'How to Lodge a Complaint' below.

How to lodge a complaint

You can make your complaint in whatever form is most convenient to you. You can telephone and speak to the appropriate member of staff. If you do not know who you should talk to, our receptionist will be happy to help.



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Alternatively, you can write, or email us via:

Liberties Training Centre

Oliver Bond Street, Dublin 8, D08 Y6W3

Tel: 01 6727704

Email: info@libertiestic.ie – please put 'Complaint' in the subject line

What happens next?

If your complaint is received over the phone, we will endeavour to have it resolved there and then (where possible).

If it is received by email or post, we will acknowledge it within ten days and do everything to resolve any complaints within fifteen working days.

If a full response cannot be given within fifteen working days (e.g. when a matter is very complex, the centre is closed or where we have to consult a third party on the matter) you will be informed of the progress being made with your complaint.

What to do if you are still unhappy

If you feel your complaint has not been satisfactorily dealt with you have the option to put your concerns directly, in writing, to the Chair of Liberties Training Centre

The Chair, Liberties Training Centre

Oliver Bond Street, Dublin 8, D08 Y6W3

Email: chair@libertiestic.ie

The Chair will reply to you within 10 working days of receipt of your letter and will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members. You will be notified of the next Board meeting and a subsequent reply.

If an individual is not satisfied with the manner in which their complaint is handled by the charity concerned, they should be advised of their right to raise a concern with the Charities Regulator.